



## POSITION DESCRIPTION

<b>Position:</b> Receptionist		<b>Department:</b> Varies	
<b>Reports to:</b> Assigned Department Director		<b>FLSA Status:</b> Non-Exempt	
<b>Location:</b> Varies		<b>Compensation:</b> <input type="checkbox"/> Annual <input checked="" type="checkbox"/> Per Hour <input type="checkbox"/> Other   \$16.48	
<b>Created/Revised:</b> 07292015	<b>Board Approved:</b> 08052015	<b>Union:</b> MAPE, MTPEA	<b>Status:</b> <input type="checkbox"/> F/T <input checked="" type="checkbox"/> P/T <input type="checkbox"/> POC

**General Purpose:** Reporting to the Department Director, this position is responsible for greeting and directing any patrons to various departments. This position will also direct incoming phone calls to the appropriate areas. Must possess strong interpersonal and communication skills.

**Supervision Received:** Under direction of the Department Head or their designee.

**Supervision Exercised:** None

**Essential Duties and Responsibilities:** *An employee in this position may be called upon to do any or all of the following functions. These examples do not include all of the duties, which the employee may be expected to perform, to perform this job successful; an individual must be able to perform each essential function satisfactorily.*

1. Greet visitors in a friendly, welcoming, and professional manner and direct them to their proper destination.
2. Route calls promptly and correctly to the proper staff or voicemail.
3. Performs general clerical duties, including typing, copying and filing correspondence, mail, letters, etc.
4. Assist with special projects or data entry as needed.
5. Performs other duties, as assigned.

**Education and/or Experience:** Requires High School Diploma or GED equivalent. Associates degree preferred.

**Computer Skills:** Demonstrated proficiency using the Microsoft Office Suite including: word, excel, and power point. BS & A experience preferred.

### Other Skills and Abilities:

1. To establish effective working relationship with employees and the general public.
2. Understand and carry out oral and written directions.
3. Possess adequate listening, comprehension, as well as verbal and written skills.
4. Ability to work under limited supervision on projects.

**Certificates, Licenses and Registrations:** Must possess a valid Michigan Driver's License in good standing.

**Tools and Equipment Used:** Must be able to fully utilize a telephone, networked computer, copy machine, postage machine, fax machine, calculator, and other office equipment as assigned.

**Physical and Mental Demands:** *Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and responsibilities of the job.*

While performing the duties of this job, the employee is frequently required to sit and talk or hear. This employee is occasionally required to walk, and climb stairs to access files; to use hands to finger, handle, or feel objects, tools, or control; and reach with hands and arms.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Work Environment:** *The work environment characteristics described here are representative of those an employee encounters while performing the duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee may work in an inside environment. The office is well lighted, carpeted, with heated and cooled environment. The noise level in the work environment is typical of an office.

**Selection Process Guidelines:** Formal application, rating of training and experience; oral interview and background check; conditional offer of employment; post offer medical examination; drug screening and psychological exam; additional job related tests if applicable.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.